UNIVERSITY OF SOUTHERN CALIFORNIA

Assistant Director, Benefits Administration

Job Code: 117051

Grade: L
OT Eligible: No
Comp Approval: 7/7/2008

JOB SUMMARY:

Assists in directing the operations of the Benefits Administration Office or a unit of the office. Participates in the planning, coordination and delivery of services through subordinate staff. Participates in short and long-term planning efforts and program design. Oversees administrative functions to include planning and scheduling delivery of services, program development and evaluation, policy development and implementation, and personnel administration, as assigned.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

______  ____
Participates in directing the planning, coordination, implementation and management of Benefits Administration. Assists with directing the planning and development of Benefits Administration objectives, services and processes. Ensures that planning efforts are integrated with those of other university offices. Researches and identifies trends and needs and assists in establishing Benefits Administration directions accordingly. Assesses quality of service for department. Proposes modifications to existing services and/or new services. Oversees special projects as assigned. Links services and operations with other relevant departments on campus, as necessary.

______  ____
Manages staff assigned to a unit of the Benefits Administration Office. Proposes staffing needs based on short and long-term plans and goals. Reviews and endorses or makes recommendations for hiring, staff raises, promotions and reclassifications. Approves/disapproves work guidance actions within Benefits Administration, as required. Provides performance appraisals for staff and determines need for disciplinary action, as required. Makes recommendations for staff training and professional development.

______  ____
Provides personalized benefit/retirement consulting services to faculty and staff interfacing knowledge of university benefits and policies as well as coordinating divergent programs such as Medicare and COBRA.

______  ____
Directs the delivery of benefits services to employees. Communicates program priorities and performance standards. Reviews and assesses operations and services for effectiveness and efficiency. Recommends changes as needed to improve delivery of services. Assists in roll-out of new benefit programs.

______  ____
Has responsibility for 457b plan administration. Provides personalized consultative services and expertise to new and existing 457b plan participants regarding their eligibility enrollment and terminating employee payment options. Assists in developing communication vehicles to describe plan, as needed. Reviews 457f make up contribution calculations and determines and communicates to participants their options for the income.

______  ____
Approves distribution, loans, SSRP estimates and SSRP payment directives.

______  ____
Presents new hire faculty orientation, especially to tenured faculty and senior administrators to explain university benefits and recommend ways to maximize effectiveness based on individual needs.
Participates in short and long-term strategic planning, making or recommending modifications and/or additions to benefits services provided, staffing and organizational plans, and corresponding budgetary implications.

Participates in directing the development and administration of Benefits Administration policies and procedures. Reviews and recommends revisions as necessary. Recommends exceptions. Maintains currency on existing and pending legislation to ensure overall compliance with regulatory requirements. Ensures staff and university community are kept informed of changes and updates.

Resolves issues and requests presented by faculty, staff and university administrators. Meets with concerned parties to discuss issues and requests and determine best course of action for effective resolution.

Participates in developing strategies for communicating services such as personal networking, web site, training and information sessions, newsletters, publications or other communication materials, and events planning.

Participates in directing the development, maintenance and enhancement of information systems to support operations, as needed. Assists in ensuring that internal systems complement university-wide systems. Assists in coordinating with other university offices to ensure compatibility of related systems.

Establishes and maintains appropriate network of professional contacts. Maintains currency through professional organizations and publications. Attends meetings, seminars and conferences; makes formal presentations.

Serves as university's secondary liaison to faculty, staff, administrators, vendors, and other professionals outside the university for Benefits Administration matters. Interacts with university management, faculty and staff to exchange information and to provide guidance, assistance and expertise.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: □ No  □ Yes  In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
Skills:  Other:
Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/training

Skills:  Machine/Equipment:
Calculator
Computer network (department or school)
Supervises:  Level:
Supervises employees and/or student workers.

Supervises:  Nature of Work:
- Administrative
- Clerical/Secretarial
- Professional/Paraprofessional

SIGNATURES:

Employee: ____________________________  Date: ____________________________
Supervisor: __________________________  Date: ____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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